



Australian Government

PSPINM013 Maintain and monitor service standards

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPIM503A Maintain and monitor service standards. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to maintain high-quality rehabilitation and injury management service and standards. It includes monitoring standards, improving service delivery, and developing and maintaining professional competence in injury management.

This unit applies to those working as house rehabilitation coordinators, with relevant professional background.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently while performing routine tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Injury management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Monitor standards and improve service delivery	1.1 Monitor documentation, processes and practices. 1.2 Monitor service and standards and identify ways in which planning and operations could be improved using organisation's systems and technologies. 1.3 Implement continuous improvement techniques to strengthen the standards. 1.4 Document work performance and use the information to identify opportunities for improvement to systems and processes. 1.5 Manage records, reports and recommendations for improvement. 1.6 Set, monitor and review service benchmarks.
2. Maintain and further develop professional competence in injury management	2.1 Maintain a knowledge of industry trends/changes and legislative updates. 2.2 Use feedback from clients and colleagues to identify and develop ways to improve personal competence. 2.3 Select and use professional development opportunities suited to personal learning style.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPIM503A Maintain and monitor service standards.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPINM013 Maintain and monitor service standards

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to maintenance of rehabilitation injury management service and standards
- using communication with diverse stakeholders including interviewing, gathering feedback
- updating knowledge and skills through both formal and informal means

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to injury management
- privacy legislation
- procedures to ensure confidentiality and security of information
- public sector management Acts
- industry standards for rehabilitation
- continuous improvement principles
- professional development and its relationship to quality service delivery

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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